

HS40-OWI-005

Revision D

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ORGANIZATIONAL WORK INSTRUCTION

HS40

INCENTIVE AWARDS PROGRAM

APPROVING

AUTHORITY

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DOCUMENT HISTORY LOG

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1. PURPOSE

This Organizational Work Instruction (OWI) provides information on the Incentive Awards Program that recognizes superior accomplishments of Marshall Space Flight Center (MSFC) employees. MSFC strives to improve the effectiveness and efficiency of Government operations and to stimulate the participation of employees in this effort by utilizing the full authorities in the Federal Government's awards program.

2. APPLICABILITY

This instruction is applicable to all MSFC organizations requesting Incentive Awards that are within scope as stated in MPD 1280.1, "Marshall Management Manual."

3. APPLICABLE DOCUMENTS

5 Code of Federal Regulations (CFR), Part 430 - Performance Management

5 CFR, Part 451 - Awards

5 CFR, Part 531 - Pay Under General Schedule

5 United States Code (USC), Part III, Chapter 43 - Performance Appraisal

5 USC, Part III, Chapter 45 - Incentive Awards

5 USC, Part III, Chapter 53 - Pay Rates/Systems

Executive Order 11438, dated December 3, 1968 - Prescribing Procedures Governing Interdepartmental Cash Awards to the Members of the Armed Forces.

Marshall Policy Directives (MPD) 1280.1 Marshall Management Manual.

MPD 1200.3 Power and Authority Directive for Marshall Space Flight Center (MSFC) Operations.

NASA Procedural Requirements (NPR) 3451.1 NASA Awards and Recognition Program.

NASA Procedural Requirements (NPR) 3430.1, NASA Employee Performance Communication System (EPCS).

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NASA Procedures and Guidelines (NPR) 1441.1D NASA Records Retention Schedule.

Management Program Review (MPR) 1440.2K MSFC Records Management Program.

Letter from NASA Administrator, dated June 19, 2002, Delegation of Authority to Approve Awards Not Exceeding \$10,000.

4. DEFINITIONS

4.1 Adoption of a suggestion: The evaluator believes it to be a good idea and that steps are being taken to determine if the idea can be implemented.

4.2 Award or incentive award: A monetary or non-monetary award for a contribution resulting in tangible benefits or savings and/or intangible benefits to the Government.

4.3 Call Letter: Information distributed among organizations providing information regarding the announcement of awards(s), including award requirements and dates.

4.4 Contribution: An accomplishment achieved through an individual or group effort in the form of a suggestion, an invention, or a special act or service in the public interest connected with or related to official employment, which contributes to the efficiency, economy, or other improvement of Government operations, or achieves a significant reduction in paperwork.

4.5 External awards: Awards sponsored by non-NASA entities, either private or governmental, called for on forms supplied by the sponsor, and shall be granted to eligible NASA nominees.

4.6 Honorary award: A medal, certificate, plaque, citation, badge, or other similar item having award or honor connotation-should not exceed the price range of the items normally used for honorary recognition.

4.7 Implementation of a suggestion: Suggestion is in effect-the idea is in use.

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4.8 Intangible savings: An improvement in morale, working conditions, safety, or in other daily operations that cannot be reduced to specific monetary terms. (See Appendix B.)

4.9 Interagency award: An award granted by the head of an Agency for an approved contribution from an employee or employees of another agency, or to a member of the Armed Forces under the provisions of Executive Order 11438.

4.10 Performance award: A performance-based cash payment to an Employee based on the employee's rating of record and does not increase pay.

4.11 Presidential award: An award granted by the President under 5 USC Sections 4505 and 4507.

4.12 Space act or service: A monetary award for a scientific or Technical contribution granted by NASA pursuant to the authority of the National Aeronautics and Space Act of 1958 as amended.

4.13 Special act or service: A contribution or accomplishment in the public interest which is of a non-recurring nature either within or outside of job responsibilities, is a major scientific achievement, or is an act of heroism.

4.14 Tangible savings or hard savings: The result of actions that reduce the cost or projected level of expenditures for a workload, project, program, or activity. (See Appendix A.)

5. INSTRUCTIONS

5.1 PAYMENT OF AWARDS

5.1.1 A cash award shall be paid to an employee, a former employee, or to the estate of a deceased employee who by his or her suggestion, invention, superior accomplishment, or other personal effort contributes to the efficiency, economy, or other improvement of Government operations, provided the contribution was made prior to the departure of the employee. Contractor and Intergovernmental Personnel Act (IPA) employees are not eligible for cash awards, but shall be given honorary recognition.

5.1.2 Members of the Armed Forces detailed to NASA shall receive cash awards for outstanding suggestions, inventions, or scientific achievements that contribute to the efficiency or economy or other improvement of operations.

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5.1.3 Awards are in addition to regular pay of the recipient and are subject to the withholding of income taxes. Awards shall never be broken below \$5 increments. The amount of an individual award for a Special Service Award (SSA) or a Group Achievement Award (GAA) can be determined by either the tangible or intangible benefits scales. (See Appendices A and B for the tangible and intangible benefits scales.) The minimum amount for a Sustained Superior Performance (SSP) award is determined by the SSP scale. (See Appendix C for the SSP scale.)

5.1.4 Acceptance of a cash award constitutes an agreement that the use by the Government of an idea, method, or device for which the award is made does not form the basis of a further claim of any nature against the Government.

5.1.5 To be awardable, a contribution shall:

5.1.5.1 Benefit the Government.

5.1.5.2 Be made while employed with NASA.

5.1.5.3 Be described in writing.

5.1.5.4 Be approved by the benefiting organization at a management level higher than the individual who recommended the award or use of the suggestion or invention, unless the recommendation is made by the Center Director. (See Appendix F for delegation of approval authority.)

5.1.5.5 Be recognized within 6 months following completion of the task.

5.1.5.6 In addition to any award granted initially upon local application of a contribution, a further award shall be granted if there is wider application or greater benefits than originally determined.

5.2 NASA HONOR AWARDS (NON-MONETARY)

5.2.1 Purpose

The NASA Honor Awards are the most prestigious awards granted by NASA and are used to bestow singular honor as official recognition of achievement. It is intended that

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this Agency-level recognition encourages similar outstanding achievements from across the entire spectrum of the NASA workforce. Except for occasions warranting immediate recognition, recipients of these top NASA awards are selected annually. Nominations are reviewed by the NASA Incentive Awards Board and are approved by the NASA Administrator.

5.2.2 Description

The NASA Honor Awards include a gold medal, a gold lapel emblem, a ribbon rosette, and a framed certificate bearing the official seal of NASA and signed by the NASA Administrator.

5.2.3 Criteria

5.2.3.1 NASA's most prestigious honor awards are presented to a number of carefully selected individuals and groups of individuals, both Government and non-Government, who have distinguished themselves by making outstanding contributions to the NASA mission. Recognition shall be extended to deserving candidates from NASA's total workforce. Incumbents of all occupational groups and all grade levels are eligible in accordance with the individual award criteria.

5.2.3.2 NASA employees and employees of other Federal agencies shall be nominated for the Distinguished Service, Outstanding Leadership, Exceptional Achievement, Exceptional Service, Exceptional Scientific Achievement, Exceptional Engineering Achievement, Equal Employment Opportunity, Exceptional Bravery, Space Flight, Exceptional Technology Achievement, and Exceptional Administrative Achievement Medals, and the Group Achievement Award.

5.2.3.3 Non-Government personnel may be nominated for the Distinguished Public Service, Exceptional Scientific Achievement, Exceptional Engineering Achievement, Public Service, Exceptional Technology Achievement, and Exceptional Bravery medals, and the Public Service Group Achievement Award or Group Achievement Award as appropriate.

5.3 NASA MEDALS AND CRITERIA

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5.3.1 A **Distinguished Service Medal (DSM)** is awarded to any person in the Federal service who, by distinguished service, ability, or courage, has personally made a contribution representing substantial progress to the NASA mission in the interest of the United States. The contribution shall be so extraordinary that other forms of recognition by NASA would be inadequate. This is the highest honor that NASA confers.

5.3.2 A **Distinguished Public Service Medal (DPSM)** is awarded to any individual who is not an employee of the Federal Government or was not a Government employee during the period in which the service was performed. The award is granted only to individuals whose distinguished accomplishments contributed substantially to the NASA mission. The contribution shall be so extraordinary that other forms of recognition by NASA would be inadequate. This is the highest honor that NASA confers to a non-Government individual.

5.3.3 An **Outstanding Leadership Medal (OLM)** (Government employees only) is awarded for notably outstanding leadership that affects technical or administrative programs of NASA at an Organizational, Directorate, Agency, Government, or Industry level. It is awarded for the sustained contributions of a leader's effectiveness in advancing the Agency's quality results, building the organization's capacity for future performance while exemplifying NASA values in the everyday work environment. Explicit consideration is given to individuals meeting the following criteria:

5.3.3.1 Agency's generic leadership performance factors.

5.3.3.2 Consistent and exemplary behavior that models NASA's core values and promotes these values within the Agency.

5.3.3.3 Complexity of effort in terms of requiring multiple phases, organizations or a wide range of personnel.

5.3.3.4 Innovative approaches used in the conception, design or execution of the projects, programs, initiatives and activities.

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5.3.3.5 Impact and importance of work achievements to the Agency's missions and image that is created by the individual's contributions and efforts.

5.3.4 An **Exceptional Achievement Medal (EAM)** is awarded to any person in the Federal service for a significant specific accomplishment or substantial improvement in operations, efficiency, service, financial savings, science, or technology which contributes to the mission of NASA. Explicit consideration shall be given to:

5.3.4.1 Work related achievements yielding high quality results and/or substantial improvement that supports Agency mission or organizational accomplishment.

5.3.4.2 Innovative approaches used in the conception, design or execution of the individual's work.

5.3.4.3 Impact and importance of the individual's achievement to the Agency's Mission Directorate's, Center's or organizational component's goals and image.

5.3.5 An **Exceptional Service Medal (ESM)** is awarded to any person in the Federal service for significant sustained performance characterized by unusual initiative or creative ability that clearly demonstrates substantial improvement which contributes to NASA programs, with explicit consideration to the following criteria:

5.3.5.1 Excellence and recognition of achievement that has set a benchmark for which others shall strive.

5.3.5.2 Innovative approach used in the conception, design or execution of the Agency's projects, programs, initiatives and activities.

5.3.5.3 Impact and importance of the individual's service to the Agency's missions and image.

5.3.6 An **Exceptional Scientific Achievement Medal (ESAM)** is awarded to both Government and non-Government individuals for an unusually significant scientific contributions toward achievement of the NASA mission. This award shall be given for individual efforts that have resulted in a contribution of fundamental importance in this field or have significantly enhanced understanding of this field.

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5.3.6.1 Accomplishments are far above others in quality or excellence - a rare, outstanding, clearly superior achievement.

5.3.6.2 This is a prestigious scientific award for specific concrete scientific achievement(s).

5.3.6.3 More credit shall be given for recent contribution(s) (except in unusual circumstances when a contribution was overlooked at the time it occurred).

5.3.7 An **Exceptional Engineering Achievement Medal (EEAM)** is awarded to both Government and non-Government individuals for unusually significant engineering contributions toward achievement of the NASA mission. This award shall be given for individual efforts or application of engineering principles/methods that have resulted in a contribution of fundamental importance in this field or have significantly enhanced the understanding of this field.

5.3.7.1 Accomplishments are far above others in quality, scope and impact.

5.3.7.2 Accomplishments are explicit, demonstrate results, and are perceived as outstanding or significant by peers and impacted target groups.

5.3.7.3 More credit shall be given for recent contribution(s) (except in unusual circumstances when a contribution was overlooked at the time it occurred).

5.3.8 An **Equal Employment Opportunity Medal (EEOM)** is awarded to both Government and non-Government individuals for outstanding achievement and material contribution to the goals of NASA's Equal Employment Opportunity (EEO) programs either within the Government or within community organizations or groups.

5.3.8.1 Accomplishments are clearly superior in quality, scope, and impact.

5.3.8.2 Accomplishments are explicit, demonstrate results, and are perceived as outstanding or significant by peers and impacted target groups.

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5.3.8.3 More credit shall be given for recent contribution(s) (except in unusual circumstances when a contribution was overlooked at the time it occurred).

5.3.9 An **Exceptional Bravery Medal (EBM)** is awarded to both Government and non-Government individuals for exemplary and courageous handling of an emergency by an individual who, independent of personal danger, has acted to prevent the loss of human life or Government property.

5.3.10 An Exceptional **Public Service Medal (EPSM)** is awarded to any individual who was not a Government employee during the period in which the service was performed. This award is granted for exceptional contributions to the mission of NASA.

5.3.11 A **Space Flight Medal (SFM)** is awarded to STS flight crew members (civil and military astronauts, mission specialists, payload specialists, civilians) to recognize individual participation in Space Transportation System (STS) flight mission. The medal is granted for participation in initial flight. The NASA Space Flight Cluster is awarded for subsequent flight(s).

5.3.12 An **Exceptional Technology Achievement Medal (ETAM)** is awarded to both Government and non-Government individuals for technology contributions achieved in one of the following:

5.3.12.1 Early technology development significantly contributing to the NASA mission.

5.3.12.2 Exemplary collaborative effort in achieving significant technology transfer.

5.3.12.3 Exceptional utilization of a NASA-developed technology resulting in a significant commercial application.

5.3.13 An **Exceptional Administrative Achievement Medal (EAAM)** is awarded to any person in the Federal service (NASA Classification 500 Group clerical/assistant and related support positions only) for a significant, specific accomplishment or contribution characterized by unusual initiative or creativity that clearly demonstrates a substantial improvement in administrative support contributing to the mission of NASA, such as:

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5.3.13.1 Exceptional initiative in carrying out office/program support activities that resulted in improved processes and operations.

5.3.13.2 Development and improvement of administrative support methods and processes that resulted in substantial benefit to the office or program.

5.3.13.3 Notable competence and resourcefulness in accomplishing and improving office/program processes and operations.

5.4 NASA CERTIFICATES

5.4.1 The following Honor Awards consist of a framed certificate bearing the official NASA seal and signed by the NASA Administrator:

5.4.1.1 A Group Achievement Award (GAA) is an award given to either a group of Government employees or a group comprised of both Government and non-Government personnel for an outstanding accomplishment through the coordination of many individual efforts which have contributed substantially to the NASA mission, with explicit consideration given to: (1) the quality of results and the level of impact on NASA programs or operations; (2) effective management of cost and schedule; (3) customer satisfaction; (4) team growth and capacity for future contribution; and (5) additional credit for development of innovative approaches, use of and contributions to lessons learned data banks, and/or success in responding to unforeseen crises.

5.4.1.2 Groups shall be identified and nominated at the lowest level possible to assure recognition of true working teams and/or homogenous performance.

5.4.1.3 Individuals who have made significant, noteworthy contributions shall be included; those whose contributions or associations are brief, peripheral, or limited should not be included.

5.4.1.4 Groups shall have participated in programs or projects that were particularly significant to NASA, not routine events.

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5.4.2 A Public Service Group Achievement Award (PSGAA) is an award given to a group of non-Government personnel for an outstanding accomplishment while participating in a significant program or project that has contributed substantially to the NASA mission, with explicit consideration given to: (1) the quality of results and the level of impact on NASA programs or operations; (2) effective management of cost and schedule; (3) customer satisfaction; and (4) additional credit for development of innovative approaches and/or success in responding to unforeseen crises.

5.4.2.1 Groups shall be identified and nominated at the lowest level possible to assure recognition of true working teams and/or homogenous performance.

5.4.2.2 Individuals who have made significant, noteworthy contributions shall be included; those whose contributions or associations are brief, peripheral, or limited should not be included.

5.4.2.3 Groups should have participated in programs or projects that were particularly significant to NASA, not routine events.

5.4.3 A NASA Certificate of Appreciation (NCOA) is awarded in recognition of an outstanding accomplishment that has contributed substantially to the mission of NASA.

Note: This is no longer included in the Annual Honor Awards.

5.5 Exceptional Achievement Medal in Support of the Agency's Small Disadvantaged Business Program.

5.5.1 NASA Headquarters awards the Exceptional Achievement Medal for advocacy and distinction in three categories: Program/Support; Procurement; and Small Business.

5.5.2 NASA Headquarters, NASA Centers, and the Jet Propulsion Laboratory shall nominate up to three individuals, one in each of the following categories: Program/Support; Procurement; and Small Business.

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5.5.2.1 SELECTION CRITERIA:

5.5.2.2 Nominee shall be either a civil service employee of NASA or an employee of the Jet Propulsion Laboratory.

5.5.2.3 Nominee shall have made significant contributions to the development of minority enterprises in their organization.

5.5.2.4 Nominee shall possess an understanding of the minority business community and its impact on the economic and technological development of the Agency.

5.5.2.5 Furnish examples of how the nominee has supported Agency outreach activities in order to expand the national industrial contractor base with high technology minority business.

5.5.3 ACCOMPLISHMENTS:

5.5.3.1 Specific Duty Achievements: Describe in detail each specific achievement separately. Explain the positive impact the accomplishments have had on the mission of the nominee's organization. Highlight the particular aspects of the achievement such as quality, timeliness, creativity, and productivity that warrant special recognition.

5.5.3.2 Professional Qualities: Describe specific instances where the nominee has demonstrated initiative in process improvement, teamwork, adaptability, and sensitivity to customer needs and objectives, which relate to solving Small Disadvantaged Business problems.

5.5.4 ENDORSEMENTS: Include a statement confirming the preceding information, incorporating the signature of the endorsing official.

5.6 PROCEDURES:

5.6.1 A request for nominations for the NASA/MSFC Honor Awards is sent to directorate and Center staff offices in August of each year by the Incentive Awards Office. All Agency nominations, except for the Exceptional Achievement Medal in Support of the Agency's Small Disadvantaged

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Business Program, shall be submitted on NASA Form 1644. The above Exceptional Achievement Medal has a unique format, which the Incentive Awards Office shall make available for organizations upon request. Nominations are due to the Incentive Awards Office 4-6 weeks after the date of the request. The MSFC nominations are submitted on MSFC Form 507, Incentive Award Nomination.

5.6.2 Nominations shall be made in writing by directorate or staff office heads and shall be submitted in priority order. Nominations from across the Center are compiled by the Incentive Awards Office for review by the Personnel Management Advisory Board. The panel recommends to the Center Director those nominations to be forwarded to NASA Headquarters.

5.6.3 The Distinguished Service Medal and Distinguished Public Service Medal are presented at a special ceremony held in May of each year at NASA Headquarters. Similarly, the Exceptional Achievement Medal in Support of the Agency's Small Disadvantaged Business Program is given at the annual Minority Business and Advocates Awards Ceremony which the Agency hosts in September in Washington, D.C. during Minority Enterprise Development Week.

5.6.4 NASA Honor Awards, except for the three referenced above, are presented locally at the Center Annual Honors Day Ceremony, normally held in the summer. The NASA Administrator or his designee makes the presentations.

5.7 CENTER-LEVEL HONOR AWARDS

5.7.1 The Director's Commendation Certificate (DCC) is the highest award given at the Center. Awarded to an individual whose job performance and/or special accomplishments merit recognition where other avenues of recognition are not sufficient. The award is primarily given to civil service employees but contractor employees are eligible when there has been significant achievement. The DCC is non-monetary. The award is processed on an MSFC Form 507 and approving official is always the Center Director. A certificate is prepared for presentation to the recipient by the Center Director if possible.

5.7.2 The MSFC Certificate of Appreciation (MCOA) is awarded to an individual in recognition of outstanding accomplishment which contributed substantially to the mission

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of MSFC. Civil service and contractor employees are eligible. The MCOA is non-monetary, and is processed on an MSFC Form 507. A certificate is prepared for presentation to the recipient.

5.7.3 PROCEDURES: A request for nominations for the NASA/MSFC Honor Awards is sent to directorate and Center staff offices in August of each year by the Incentive Awards Office. Nominations are due to the Incentive Awards Office 4-6 weeks after the date of the request.

5.8 TYPES OF PERFORMANCE AWARDS/RECOGNITION

5.8.1 A Sustained Superior Performance (SSP) Award is based on the most recent rating of record (performance appraisal) and shall be processed within 60 days of its receipt. Employee's performance summary level shall have been rated at the "Distinguished", "Accomplished" or "Fully Successful" level for the current performance appraisal period. An SSP can be granted only once in a performance appraisal period and cannot exceed 10 percent of the employee's annual rate of base pay (Center approval authority does not exceed \$10,000). See Appendix C for the monetary scale for each grade with the corresponding minimum cash award amounts. The award is processed on a MSFC Form 507 with an attached copy of the employee's performance appraisal. A certificate is prepared for presentation to the recipient.

5.8.1.1 If nomination is proposed more than 90 days after the end of the appraisal period, an SSP confirmation form shall accompany the nomination.

This form can be obtained from the Incentive Awards Office.

5.8.2 A Special Service Award (SSA) is for a one-time special act, service, or achievement of a non-recurring nature in the public interest connected with or related to official employment. The SSA shall be recommended as quickly as possible following the contribution being recognized. The amount of the award is in direct proportion to the benefits derived by MSFC or the Government as a result of the contributions (See Appendices A and B for the Tangible and Intangible Benefits Scales). The award is processed on an MSFC Form 507. A certificate is prepared for presentation to the recipient. Award amount range is \$525-\$10,000.

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5.8.3 A **Group Achievement Award (GAA)** recognizes a one-time task of a non-recurring nature for a group of individuals. The criteria for a GAA are the same as an SSA. A GAA can be monetary or non-monetary. Team members shall share equally in the award or in proportion to their contribution to the team effort. The GAA is process on an MSFC Form 507 with an attached list of team members including their organizational code, social security number, position title, and grade. When contractor employees are included, only their names and their company names are required. A certificate is prepared for presentation to the recipient.

5.8.4 An **On-the-Spot Award (OTS)** is intended to quickly recognize one-time and short-term efforts by employees that result in service of exceptionally high quality. It is designed to encourage supervisors and managers to give immediate recognition for a job well done. The OTS is processed on an MSFC Form 507 and does not include a certificate. After receiving funding authorization and second-level supervisory approval, the immediate supervisor may present the award to the employee immediately (the Incentive Awards Office recommends within 48 hours of the completion of the task). A maximum of 3 OTS awards may be presented to an employee in a 12-month period. Award amount range is \$100-\$500.

5.8.5 A **Time Off Award (TOA)** is an excused absence granted to an employee without charge to leave or loss of basic pay. It is designed to encourage increased productivity by recognizing superior accomplishments or other personal efforts that contribute to the quality, efficiency, or economy of Government operations. A TOA can be used in combination with a monetary or non-monetary award based on the same contributions, as long as the two awards combined do not exceed the value of the benefit to the Government. It continues to allow for swift recognition of employees. It is primarily for, but not limited to, non-recurring tasks. This award shall be used for recognition of high level performance for an extended period of time. All civil service and SES employees are eligible for the TOA. A full-time employee shall be granted up to 40 hours of time off for a single contribution, but not more than 80 hours of time off during a leave year. Part-time employees shall be awarded up to 40 hours during a leave year. Only the employee's certifying official shall grant the TOA, although officials outside and employee's organization shall make a

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recommendation for a TOA to the employee's supervisor. After receiving second-level supervisory approval, the certifying official shall present the award to the employee immediately. A TOA cannot be converted to a cash payment under any circumstances, nor can it be transferred to another employee under the Voluntary Leave Transfer Program. It also cannot be transferred to another agency if the employee leaves NASA. The TOA is processed on an MSFC Form 507 and does not include a certificate. See Appendix H for more detailed information.

5.8.6 A **Travel Savings Incentive (TSI) Award** is given to employees who use frequent flyer points to obtain airline tickets, which is a great approach to saving Center travel dollars. In an effort to encourage the use of the frequent flyer points, MSFC has implemented a process that rewards travelers who collect and use their official Government travel points for obtaining airline tickets. Travelers who collect and use their frequent flyer points towards official TDY shall be awarded 50 percent (not to exceed \$500) of what it would have cost the Government to purchase the ticket. For example, if the contract fare to Washington, D.C. is \$412, the traveler's award would be \$206. Employees are not required to participate in this program.

5.8.6.1 The enrollment process shall be accomplished by phone or at the airline ticket counters. After enrolling in the program with the airlines, travelers shall update their profile with the Travel Office. Travelers shall receive a monthly statement from the airline(s) with the accrued frequent flyer miles.

5.8.6.2 The redemption process is just as simple. The traveler contacts the airline for seat availability and issuance of a ticket. The award process consists of the traveler notifying his/her supervisor of when they have utilized the frequent flyer points for TDY. The supervisor then issues the traveler the TSI award.

5.8.6.3 Funding for the TSI award is covered by the Incentive Awards Office. Cash award amounts shall be broken below the \$5 increment for this award category only. No certificates are printed for this award. Civil Service, Military, and Foreign Service employees are allowed to use frequent flyer miles obtained on Government travel for personal use.

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5.9 GENERAL PROCESSING OF CENTER-LEVEL AWARDS

5.9.1 The SSA, OTS, TOA, and GAA awards shall be submitted and processed October through August of each fiscal year. SSP awards are given July through August of each fiscal year. The TOA award can be given at any time during the year. MSFC Form 507 shall be processed for the upcoming pay period, unless otherwise indicated by the requesting organization.

5.9.1.1 To submit the above awards, the supervisor determines the nominees, initiates the MSFC Form 507, and completes the applicable items (Parts I, II, and III).

5.9.1.2 The organization obtains the required signatures, as indicated on the MSFC Form 507, and forwards it to the organization's Administrative Officer.

5.9.1.3 The Administrative Officer verifies availability of funding (if it is a monetary award, then logs award nomination into the Center-wide Logging and Tracking System.

5.9.1.4 The Administrative Officer forwards the MSFC Form 507 to the Incentive Awards Office where it is reviewed for compliance, e.g., appropriate signatures.

5.10 SUGGESTION AWARDS

5.10.1 The Employee Suggestion Program is intended to encourage employees to think about ways to improve MSFC and its operations. A suggestion is a constructive proposal, submitted in writing by one or more employees, that directly contributes to economy, or efficiency, or directly increases effectiveness of Government operations. It need not be new or original to be awardable and shall result from the employee's previous work experience, research, or education. Ideas that deal with employee services, benefits, working conditions, housekeeping, routine safety practices or maintenance of buildings and grounds are not normally eligible for consideration as suggestions. When an idea, excluded for the above reasons, results in benefits to the Government, it shall be accepted as a suggestion and an appropriate award shall be granted. The amount of an award

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shall be in accordance with the tangible and/or intangible benefits scales. (See Appendices A and B.) Appendix G has more detailed information on the suggestion programs.

5.10.2 Suggestions are submitted by employees to the Incentive Awards Office on MSFC Form 426.

5.10.3 The suggestion form, evaluation form, cost analysis form, cover letter, and instructions are forwarded to the appropriate organization for evaluation with a 2-week suspense.

5.10.4 If the suggestion is adopted, the suggester is informed. It is the evaluator's responsibility to inform the Awards Office of the implementation of the suggestion; however, the suggester shall be asked to inform the Awards Office when the suggestion is implemented. If the suggestion is not adopted, the suggester is informed and encouraged to continue to support the Suggestion Program.

5.11 OTHER CENTER-LEVEL HONOR AWARDS

The following MSFC Honor Awards are also called for in the August call letter, but do not require review at NASA Headquarters. These awards for Annual Honors Day presentation are due to the Incentive Awards Office as requested in the August call letter:

- Director's Commendation Certificate (primarily MSFC)
- MSFC Certificate of Appreciation (NASA/non-NASA)
- MSFC Group Achievement Award (NASA/non-NASA)
- Research and Technology Awards
- Technology Transfer Awards
- Inventor of the Year Award
- Patent Awards

5.11.1 The **Research and Technology Award (R&T)** is given in recognition of notable achievements in current research and technology development work, particularly for Research and Technology Operating Plan and Center Director's Discretionary Fund projects, with essential hands-on contributions to the success of these activities. Civil service and contractor employees are eligible; however, only civil service employees are eligible for monetary award. Nominations are submitted on a form included in the Phase IV call letter.

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5.11.2 The Technology Transfer Award (TTA) is given in recognition of directly involved employees who have excelled in responding to Government and NASA directives to transfer federal technology development, deployment, or adaptation. Only civil service employees are eligible for this monetary award. Nominations are submitted on a form included in the Phase IV call letter.

5.11.3 The Inventor of the Year Award/Patent Awards are given for scientific and technical contributions which have been granted patent approval. The Office of Chief Counsel handles the processing of these awards.

5.12 EXTERNAL AWARDS

5.12.1 Each year, the Center is invited to submit nominations for various awards presented by private and [non-NASA] Government organizations/sponsors. These awards are usually, though not always, coordinated through the NASA Headquarters Incentive Awards Board, and in many cases require the approval of the NASA Administrator. The Incentive Awards Office is responsible for coordinating the submission of Center nominations. These are normally sent out to the Center Administrative Officers via the electronic Center-wide Action Item Tracking System, along with detailed information and nomination forms, sometimes in hardcopy form when necessary.

5.12.2 **PROCEDURES:** The vast majority of non-NASA award programs are recurring and do not change significantly from year to year the due date shall usually be predicted. To give nominators enough time to write nominations and Headquarters enough time to review them, an award call is sent out to directorates at the beginning of each quarter for nominations with expected due dates the next quarter. Any information on new awards or changes to existing awards is forwarded as soon as it is received. The Incentive Awards Office is responsible for obtaining the Director's decision on a Center nominee and for processing the nomination in accordance with all NASA and non-NASA award requirements. The nomination format is prescribed by each award sponsor and is furnished with the call letter. See the Strategic Performance Management and Incentives Office awards monthly planning guide website (<http://ohc.msfc.nasa.gov/awards/planning.html>) for a

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complete planning guide of recurring non-NASA awards and the nomination timeframes.

5.12.3 Not all external awards come to the Center through NASA Headquarters. Some are received directly from the award sponsor. These awards are handled in generally the same process as above.

5.13 Length-of-Service Awards are presented in honorary recognition of the completion of the prescribed periods of satisfactory service. A service emblem and certificate are presented for each 5-year interval of service. See Appendix D, Length-of-Service Distribution, for the types of service emblems for each year of service as well as a guide for presentation.

5.14 Sick Leave Conservation Awards are presented in recognition of the conservation of sick leave. Certificates are presented upon the accumulation of 1,000 hours through 4,000 hours of sick leave in 500-hour increments. Standardized certificates are distributed to the appropriate organizations for signature and/or presentation. (See Appendix E, Sick Leave Conservation Awards.)

5.15 ORGANIZATIONAL AWARD CEREMONIES AND MERCHANDISE

6.15.1 Recognizing that individual and team performance is an important ingredient in creating a winning culture, award ceremonies are an integral part of supporting all the NASA values. Strategic Performance Management and Incentives (SPM&I) manages the Center's awards program, including conducting various award ceremonies at many different levels. See Appendix I for more detailed information on this program.

5.15.2 Incentives Awards shall assist Center organizations in planning and conducting award ceremonies. The following guidelines shall be followed:

5.15.2.1 Multiple employees or teams are formally recognized and presented with an MSFC incentive award certificate.

5.15.2.2 The awards ceremony shall be coordinated with the Incentive Awards Office at least 5 weeks prior to the event.

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5.15.2.3 The awards ceremony agenda and accompanying purchases are approved by SPM&I 3 weeks prior to the event. Any purchases shall be appropriate and within the intent of the ceremony.

5.15.2.4 Each organization shall fund the awards ceremony (if funding is required) through their awards allocation and those funds shall be transferred to HS40, Training and Incentives Office.

5.15.2.5 Refreshments, up to and including a modest meal, shall be provided to those in attendance at an awards ceremony. The cost of refreshments, even if it involves an evening meal, shall not exceed \$20 per person. NASA funds shall not be used to purchase alcoholic beverages.

5.15.2.6 An awards ceremony shall include the presentation of informal recognition awards (non-monetary items of nominal value), which shall consist of things such as plaques, mugs, caps, etc., but shall, in all cases, be under \$100 in value per recipient.

5.15.2.7 The organization's awards money shall not be used to fund awards for contractor employees (whether cash awards or informal recognition items). However, where it is appropriate to invite contractor employees to an organization's awards ceremony, they shall be included in the refreshments.

5.15.2.8 On an exceptional basis, it shall be appropriate to recognize the accomplishments of all the government employee members of the organization by presenting them with the informal recognition awards. **However, this shall not be done on a routine or periodic basis. All aspects of awards ceremonies shall be conducted in good taste and in a fiscally responsible manner, recognizing that taxpayers' money is involved.**

5.16 AWARDS NOT PROCESSED BY THE INCENTIVE AWARDS OFFICE

5.16.1 Certain awards are granted that are not processed through the Incentive Awards Office. As a courtesy, we have provided a listing of those awards for your convenience:

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5.16.2 Space Shuttle Flight Award

Flight mementos consist of such items as small, lightweight flags; patches, insignia; medallions; minor graphics; and similar items of little commercial value, especially suited for display by the individual or groups to whom they shall be presented.

5.16.3 Space Act Awards For Scientific and Technical Contributions

NASA's Invention and Contributions Board (ICB) grants monetary award for scientific and technical contributions under 14 C.F.R. Part 1240. Such contributions consist of publications in *NASA Tech Briefs*, applications for patent, releases of computer software, and other contributions having significant value in the conduct of aeronautical and space activities. MSFC Office of Chief Counsel and MSFC's Technology Transfer functions assist the ICB with these awards.

6. NOTES

The work performed in the Incentive Awards Program is highly sensitive, and information contained in much of the documentation received, used, and stored is subject to the Privacy Act of 1974.

Appendix A	Tangible Benefits Scale
Appendix B	Intangible Benefits Scale
Appendix C	Minimum Monetary Scale
Appendix D	Length-of-Service Distribution
Appendix E	Sick Leave Conservation Awards
Appendix F	Delegation of Approving Authority
Appendix G	MSFC Employee Suggestion Program
Appendix H	Time-Off Awards
Appendix I	Organization Award Ceremonies
MSFC Form 426	Suggestion Form
MSFC Form 427	Suggestion Evaluation
MSFC Form 427-1	Comparative Cost Analysis
MSFC Form 507	Incentive Award Nomination
NASA Form 1644	Honor Award Nomination

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7. SAFETY PRECAUTIONS AND WARNING NOTES

None.

8. APPENDICES, DATA, REPORTS, AND FORMS

9. RECORDS

Records shall be maintained in accordance with NPR 1441.1, NASA Records Retention Schedule.

10. TOOLS, EQUIPMENT, AND MATERIALS

None.

11. PERSONNEL TRAINING AND CERTIFICATION

None.

12. FLOW DIAGRAM

None.

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APPENDIX A

TANGIBLE BENEFITS APPLICATION SCALE

TANGIBLE BENEFIT	AWARD
UP TO \$5,000	UP TO 10% OF TANGIBLE BENEFITS
\$5,001 TO \$100,000	\$500 PLUS 3% OF THE EXCESS OVER \$5,000
\$100,001 OR MORE	\$3,350 PLUS 1% OF THE EXCESS OVER \$100,000

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APPENDIX B
Intangible Benefits Scale
Extent of Application

	<i>LIMITED</i>	<i>EXTENDED</i>	<i>BROAD</i>	<i>GENERAL</i>
Value of Benefit	Affects functions, missions or personnel of office or major subdivision of installation or HQ; affects small area of science and technology.	Affects functions, missions, or personnel of entire installation or all of HQ; affects important area of science or technology.	Affects functions, missions, or personnel of several installations or has NASA-wide impact; affects broad area of science or technology.	Affects functions, missions, or personnel of several regional areas or commands or is in the public interest throughout the Nation or beyond.
<u>MODERATE</u>				
Modification of operating procedure which has value sufficient to meet the minimum standard for cash award. Idea or performance contribution of limited value to product, program or service.	Maximum Award \$250	Maximum Award \$385	Maximum Award \$900	Maximum Award \$1,625
<u>SUBSTANTIAL</u>				
Important improvement of product, activity, program, or service. Idea or performance contribution providing substantial input to success of NASA program, project, or function.	Maximum Award \$385	Maximum Award \$900	Maximum Award \$1,625	Maximum Award \$3,500
<u>HIGH</u>				
Highly significant improvement of product, activity, program, or service. Idea or performance contribution providing high level input to the success of an important NASA program, project, or function.	Maximum Award \$900	Maximum Award \$1,625	Maximum Award \$3,500	Maximum Award \$7,500

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EXCEPTIONAL

Superior improvement of a critical product, activity, program, or service. Idea or performance contribution initiating new principle of major procedure, or providing exceptional input to success of major NASA program, project, or function.

Maximum
Award

\$1,625

Maximum
Award

\$3,500

Maximum
Award

\$7,500

Maximum
Award

\$10,000

APPENDIX C

MINIMUM MONETARY SCALE SUSTAINED SUPERIOR PERFORMANCE AWARDS

EMPLOYEE GRADE	MINIMUM AWARD AMOUNT
01	\$ 325
02	\$ 355
03	\$ 375
04	\$ 400
05	\$ 425
06	\$ 450
07	\$ 475
08	\$ 500
09	\$ 550
10	\$ 600

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11	\$ 750
12	\$ 900
13	\$1,000
14	\$1,250
15	\$1,500

APPENDIX D

LENGTH-OF-SERVICE PINS DISTRIBUTION

PIN	YEARS	PRESENTATION
BRONZE	5 YEARS	PRESENTED BY TEAM LEAD OR GROUP LEVEL SUPERVISOR (<i>NO CERTIFICATE</i>)
PEWTER	10 YEARS	PRESENTED BY TEAM LEAD OR GROUP LEVEL SUPERVISOR
GOLD	15 YEARS	PRESENTED BY DEPARTMENT/ PROJECT/OFFICE LEAD
RUBY (RED) STONE	20 YEARS	PRESENTED BY DEPARTMENT/ PROJECT/OFFICE LEAD
SAPPHIRE (BLUE) STONE	25 YEARS	PRESENTED BY DEPARTMENT/ PROJECT/OFFICE LEAD
EMERALD (GREEN) STONE	30 YEARS	PRESENTED BY DIRECTORATE/STAFF OFFICE LEAD
AMETHYST (PURPLE) STONE	35 YEARS	PRESENTED BY DIRECTORATE/STAFF OFFICE LEAD
DIAMOND (WHITE) STONE	40/45/50 YEARS	PRESENTED BY CENTER DIRECTOR OR DESIGNATED REPRESENTATIVE

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NOTE: THE CENTER DIRECTOR PRESENTS ALL SERVICE AWARDS TO HIS DIRECT REPORTS, REGARDLESS OF YEARS OF SERVICE (5 YEARS THROUGH 35 YEARS).

APPENDIX E

SICK LEAVE CONSERVATION AWARDS

THESE AWARDS ARE PRESENTED IN RECOGNITION OF THE CONSERVATION OF SICK LEAVE. CERTIFICATES ARE PRESENTED UPON THE ACCUMULATION OF 1,000 HOURS THROUGH 4,000 HOURS OF SICK LEAVE IN 500-HOUR INCREMENTS. STANDARDIZED CERTIFICATES ARE DISTRIBUTED TO THE APPROPRIATE ORGANIZATIONS FOR SIGNATURE AND PRESENTATION IN ACCORDANCE WITH THE PROCEDURE OUTLINED IN THE TABLE BELOW.

1,000 HOURS	CERTIFICATE SIGNED BY DEPARTMENT, PROJECT, OR OFFICE MANAGER, AS APPROPRIATE, AND PRESENTED BY THEM OR THEIR DESIGNATED REPRESENTATIVE.
1,500 HOURS	CERTIFICATE SIGNED BY DIRECTORATE, PROJECT, OR MSFC STAFF OFFICE DIRECTOR, AS APPROPRIATE. PRESENTATION SHALL BE MADE BY THE APPROPRIATE DEPARTMENT, PROJECT, OR OFFICE MANAGER.
2,000 – 4,000 HOURS	CERTIFICATE SIGNED BY THE CENTER DIRECTOR AND PRESENTED BY THE DIRECTORATE, PROJECT, OR MSFC STAFF OFFICE DIRECTOR, AS APPROPRIATE, OR THEIR DESIGNATED REPRESENTATIVE.

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APPENDIX F DELEGATION OF APPROVAL AUTHORITY

TYPE OF AWARD	AMOUNT/CATEGORY OF AWARD AND APPROVAL AUTHORITY				
	NON-MONETARY	SUGGESTION \$25-\$1000	OTHER SUGGESTIONS/OTHER CASH AWARDS		
			\$25-\$2,500	\$2,501-\$5,000	\$5,001-\$10,000
HONOR AWARDS (NASA/MSFC)	E				
SSP			C	D	E
QSI	C				
SSA/GAA			C	D	E
OTS*			B*		
TOA	B				
SUGGESTIONS		A	C	D	E
SPACE SHUTTLE FLT AWD	F				
INFORMAL RECOGNITION AWARDS	G				

*OTS RANGE IS \$100-\$500

THE NASA ADMINISTRATOR APPROVES AWARDS NOT TO EXCEED \$10,000. AWARDS IN EXCESS OF THAT AMOUNT, BUT NOT TO EXCEED \$25,000, ARE GRANTED WITH THE APPROVAL OF THE OFFICE OF PERSONNEL MANAGEMENT.

APPROVAL AUTHORITY CODE

- A CHAIRPERSON, MSFC SUGGESTION AWARDS COMMITTEE
- B FIRST-LEVEL SUPERVISOR RECOMMENDS, SECOND-LEVEL SUPERVISOR APPROVES
- C ASSOCIATE DIRECTOR (OFFICE OF THE DIRECTOR – DA/DD/DE)

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STAFF OFFICE DIRECTORS AND OFFICE DIRECTORS REPORTING DIRECTLY TO BASIC ORGANIZATION HEAD
DEPARTMENT/OFFICE DIRECTORS (REPORTING TO DIRECTORATE HEAD)
PROJECT MANAGERS AND DIRECTORATE HEADS

D ASSOCIATE DIRECTOR (OFFICE OF THE DIRECTOR – DA/DD/DE)
STAFF OFFICE DIRECTORS
DIRECTORATE HEADS
PROJECT MANAGERS (BASIC ORGANIZATIONS)

E CENTER DIRECTOR

F ASSOCIATE DIRECTOR (OFFICE OF THE DIRECTOR – DA/DD/DE)

G SPM&I MANAGER

NOTE: ASSOCIATE DIRECTOR SHALL ACT AS SECOND LEVEL SUPERVISION ON AWARDS FOR ALL ORGANIZATIONS AS REQUIRED.

LEGEND: **SSP** (SUSTAINED SUPERIOR PERFORMANCE AWARD); **QSI** (QUALITY STEP INCREASE); **SSA** (SPECIAL SERVICE AWARD); **GAA** (GROUP ACHIEVEMENT AWARD); **OTS** (ON-THE-SPOT AWARD); **TOA** (TIME-OFF AWARD)

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APPENDIX G

MSFC EMPLOYEE SUGGESTION PROGRAM

1. Purpose

The MSFC Employee Suggestion Program is designed to improve MSFC, NASA, and other Federal Government operations and services.

Goals

- Encourage employees to creatively seek ways to improve operation
- Improve economy and efficiency, and
- Reduce costs

MSFC looks to its employees as a source of some of the best ideas for improving processes to produce better quality. Measurable benefits to the Government are a significant result of adopting employee suggestions. MSFC wishes to specifically recognize and reward those employees whose adopted ideas benefit MSFC, NASA, and other Government agencies and whose contributions assist in achieving measurable improvements in organization efficiency and service.

Suggestion systems have proven themselves cost effective and beneficial mechanisms for conserving and reallocating resources and improving operations. MSFC management improvement tool through which constructive ideas and innovative approaches shall be encouraged and stimulated. It serves as a communication tool through which employees become part of the management team to improve the operation of MSFC,

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NASA, and the Government. Employee suggestions and contributions represent an effective means for managers to enhance the productivity of their organizations.

Definitions:

Adopted = Evaluator believes it to be a good idea and is taking steps to determine if the idea shall be implemented. The evaluator is to take steps to implement the idea or ensure that the appropriate organization is taking steps toward implementation.

Implemented = Idea is actually being put into effect-idea is in use.

2. Rights and Responsibilities

a. Employee Rights

An employee who submits a written suggestion under the provisions of this plan has the right to receive a prompt, objective, and fair evaluation of the idea and, if it is adopted and implemented either through written notification or practical application, to be considered for an award.

The suggester retains the right to be considered for an award for 2 years after the date of final action on the date of final action on the suggestion (the date of written notification of non-adoption). If the suggester resubmits the suggestion with new information to support its benefits, the award entitlement period is extended.

b. Employee Responsibility

An employee who submits a suggestion has the responsibility to provide complete information stating clearly what change is recommended, why the change would improve operations, how does he/she propose that the change be accomplished, and an estimated savings (including formula used to estimate the savings) to be realized from the change. Any suggestion that does not include this information shall be returned to the suggester.

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c. **Government Rights**

Acceptance of a monetary award constitutes an agreement that the use by the Government of an idea, method, or device for which the award is made does not form the basis of a further claim of any nature against the Government by the employee, his or her heirs, or assignees. Once an award is made, the suggestion becomes the exclusive property of the United States Government.

d. **MSFC Organization and Leadership Development Office Responsibility**

The Manager of the Organization and Leadership Development Office is responsible for overall direction and evaluation of the Employee Suggestion Program. Evaluation shall include such activities as reviewing Center plans, publicity and promotional materials, and reviewing data related to suggestions received, suggestions adopted/implemented, savings made, awards granted, and average suggestion processing time. If a suggestion is not evaluated and implemented within one year from date of receipt, the MSFC Suggestion Coordinator shall return it to the suggester for submission at a more appropriate time.

e. **Center Responsibility**

The MSFC Director is responsible for the development and operation of the employee Suggestion Program to meet the Center's needs and follow the guidance and regulatory information provided in the Code of Federal Regulations and NASA directives. As a minimum, the program shall include:

- (1) evidence of total management commitment and support;
- (2) adequate human resources for a visible and responsive program;
- (3) allocation of adequate funds for the payment of suggestion awards;
- (4) ongoing publicity to encourage employee

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participation and to recognize employee and organizational benefits of the program;

- (5) a systematic approach to ensure timely evaluation;
- (6) a mechanism for employees to obtain reconsideration/reevaluation of management decisions on submitted suggestions;
- (7) and a mechanism for evaluating program effectiveness and providing feedback reports to employees and Center management.

f. Supervisor/Management Responsibility

Supervisors and managers shall officially encourage employees to discuss their ideas for improvements in Government operations. Discussion of ideas improves communications and actively involves supervisors in the suggestion program. Supervisors and managers shall also assist in the development and preparation of an employee suggestion. In addition, supervisory officials are responsible for:

- (1) giving the suggestion program positive promotion and support;
- (2) evaluating suggestions promptly, thoroughly and objectively - providing an evaluation they would not mind receiving;
- (3) demonstrating their support by participating in suggestion award presentations; and
- (4) encouraging the formal submission after the fact of an employee idea that has been informally communicated to management and adopted/implemented.

g. Evaluator Responsibility

Evaluators shall be non-supervisory technical experts or supervisory/management personnel. However, the

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evaluation shall be concurred in by at least one management level above the evaluator.

The function of the evaluator is very important to the success of the Employee Suggestion Program. The comments made by the evaluator shall be thorough, understandable, and non-offensive because they form the basis for the reply to the suggester and are provided as an attachment to the reply.

Guidelines are provided to each evaluator with the suggestion and evaluation form the basis for the reply to the suggester and are provided as an attachment to the reply.

Guidelines are provided to each evaluator with the suggestion and evaluation form for use in completing a suggestion evaluation - evaluators shall pay close attention to these guidelines.

3. Eligible Individuals

a. MSFC/Federal Government Employees

The following individuals are eligible for awards under the MSFC Employee Suggestion Program:

- (1) Any Government employee or group of employees, and
- (2) A former Government employee or the estate of a deceased employee provided the suggestion was submitted while the individual was a Government employee.

b. Contractor Employees

Contractor employees are ineligible for cash awards under the MSFC Employee Suggestion Program; however, if a team contains a contractor employee. That team member shall receive a certificate but no cash award.

4. Eligible/Ineligible Suggestions

a. Eligible Suggestions

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To be considered as an eligible suggestion, contributions shall be constructive proposals submitted in writing by one or more employees that directly contribute to economy, efficiency, or directly increase effectiveness of Government operations. The idea need not be new or original and shall result from the suggester's previous work, experience, research, or education. It shall clearly define "**what**" is proposed, "**why**" the suggester feels the idea would improve effectiveness or efficiency of government operations, "**how**" the suggester proposes that the idea be implemented, and "estimated savings" (including the formula used to estimate the savings) to be realized.

b. Ineligible Suggestions

The following ideas are not normally acceptable for consideration:

- (1) Proposals for services and benefits to employees such as vending machines, cafeteria services, rest room facilities, or parking facilities.
- (2) Proposals for improved working conditions and housekeeping such as air conditioning, decorations, furniture, or trash removal.
- (3) Proposals for normal or routine safety practices such as protective devices, removal of obstructions, or installation of warning and traffic signs.
- (4) Proposals for routine maintenance and repair of buildings and grounds such as repairing, cleaning, or painting.
- (5) Proposals that duplicate a suggestion already under consideration or one that was considered within the preceding 2 years, unless new or expanded information is provided.
- (6) Proposals in which the savings amount is less than \$250 or the potential benefits/savings do not outweigh the cost of evaluating the suggestion. When it is determined that

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evaluation costs, such as labor, supplies, equipment or overhead to evaluate a suggestion shall cost more than the potential benefits derived from the suggestion, it may be excluded from consideration.

- (7) Proposals that are part of the employee's normal job responsibilities which he or she is expected to perform to be a fully successful employee, See attached memorandum for the evaluation of job relatedness.

When an idea is received that falls in the above categories and is returned to you because of the ineligibility, it shall be forwarded to a knowledgeable official for any action deemed appropriate. If a suggestion falls within the suggester's normal job responsibilities but the savings are so significant that they warrant recognition, the MSFC Employee Suggestion Committee shall determine appropriate recognition.

5. Submitting Suggestions

Employees are encouraged to discuss their ideas with their supervisors. This allows for enhanced communication as well as involving supervisors in the suggestion process. Suggestions shall also be developed and submitted by groups or teams of employees, including those involved in process improvement groups or teams or other team efforts related to the implementation of total quality management.

When an idea is adopted or communicated to management, but not documented via the Suggestion Program, the employee or employees shall document the improvement as a suggestion. The improvement shall be an idea/solution to a problem that was not specifically directed to be solved by management, but rather an effort that shall have been endorsed by management. Management shall have provide guidance on work areas or functions needing improvement but shall not have specifically directed or assigned a particular task to be completed or a specific problem to be solved.

a. Timeliness of Suggestion Submittal

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The written suggestion shall be submitted within 6 months of its adoption (agreement by management to move toward implementation). An appropriate suggestion award shall be granted, or special service award shall be granted, if management/adopting officials consider this to be a more appropriate way to recognize the contribution. Management officials who adopt an idea communicated informally shall encourage the employee or group of employees to submit it as a formal suggestion.

Although suggestions shall be submitted within 6 months of adoption, the Center shall extend the time limit for up to 1 year for the following reasons:

- (1) the 6-month limit is clearly inequitable;
- (2) it is established that the employee was unaware of the adoption of the suggestion; or
- (3) the employee was prevented from submitting the suggestion because of illness or other absence from duty.

In such cases, the file shall be fully documented to indicate the reason for extending the period. The documentation shall be kept on file and available for a period of at least 2 years.

b. Suggestion Forms

MSFC Form 426 is available electronically and from supply.

6. Processing Suggestions

a. Timeliness of Suggestion Evaluations

Timely evaluation reflects management's commitment and appreciation of employee ideas. When an evaluation of a suggestion takes longer than 30 days, the suggester shall be provided interim replies on the status of the evaluation and information about when a full evaluation shall be completed. Evaluations requiring more than 90 days shall have follow up activity on at least a monthly basis. If a suggestion is not implemented within one year following the completion of an evaluation, the

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suggestion shall be returned to the suggester for submission at a more appropriated time.

b. Referral of Suggestions

Suggestions shall be evaluated at MSFC before being referred to another to NASA Headquarters or another Center for consideration. When it is determined that a suggestion may have application at another Center, NASA-wide, of Government-wide, the MSFC Suggestion Coordinator shall refer the suggestion to NASA Headquarters or the Center where application might be appropriate. When a suggestion might have NASA-wide or Government-wide application, the idea shall be referred to the Suggestion Program Administrator at NASA Headquarters. The referral package shall include the suggestion, the MSFC evaluation, specific information supporting the referral, and comments concerning the probable impact the suggestion shall have on the efficiency and effectiveness of MSFC, NASA or Government-wide service.

c. Duplicate Suggestions

If duplicate suggestions are received, the first suggestion to reach the MSFC Suggestion Coordinator is normally the only suggestion considered for an award. When duplicate suggestions are received at the same time, the suggesters shall split the award equally if it can be determined that the suggestions were developed independently.

d. Suggestions not Adopted

A suggestion that is not adopted shall be reevaluated within 2 years of the date of return provided the suggester requests reconsideration in writing and new or additional information concerning the suggestion is furnished. MSFC retains the right to determine whether the request warrants reevaluation. If not warranted, the suggester is told why the suggestion is not to be reevaluated. The decision to adopt or not adopt a suggestion and to grant or not to grant an award is a management prerogative and not grievable.

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e. Suggestion Adopted after Non-adoption Determination

An employee is eligible for an award for a 2-year time period if the same suggestion is adopted after originally being disapproved. However, the employee shall initiate a request for reconsideration based upon evidence that his/her idea was disapproved within the 2-year time period following disapproval.

SUGGESTION COMMITTEE MEMBERS

When suggestion is within the job responsibilities of the suggester, but yet a significant cost savings, following figures summarize how we propose to award individuals in an equitable manner:

\$ 50,000	\$ 75
100,000	150
215,000	300
437,500	625
875,000	1,250
1,750,000	2,500
3,500,000	5,000

Additional amounts determined highlighted on scale:

\$ 50,000	\$ 75
70,000	100
100,000	150
215,000	300
255,000	400
296,000	500
437,500	625
875,000	1,250
1,750,000	2,500
2,050,000	2,950
2,625,000	3,750
3,500,000	5,000

f. Documentation in Official Personnel Folder

MSFC shall document each suggestion in the employee's Official Personnel Folder, reflecting the nature and the amount of the award.

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7. Methods of Evaluation

Upon receipt, the Suggestion Coordinator reads the Suggestion to determine that what is suggested effects a change from what is in existence and ascertain that you have answered the following questions:

- a. What is your idea for improvement?
- b. Why do you think it would improve the existing method of operation?
- c. How do you propose to put your idea into effect?
- d. What is the cost savings and how did you arrive at the savings?

Suggestions are forwarded to the organization most knowledgeable of the subject with a 10-workday suspense for return to the Suggestion Coordinator. Following are some of the suggested means of acquiring evaluations depending upon the type of suggestion, the broad applicability of the suggestion, or management discretion:

- a. Individuals, groups of individuals, or an office that performs the function and shall be responsible for implementing the adopted suggestion.
- b. Process improvement teams, process action teams, or other types of Continuous Improvement Teams associated with management improvement efforts.
- c. Supervisors or managers, or groups of supervisors, managers, and/or employees who shall be subject matter experts or have other experience lending itself to the evaluation of the suggestion.
- d. The Employee Suggestion Committee can be used to make a final determination on any questionable suggestion evaluations.
- e. Any combination of the above evaluation methods

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shall be used as appropriate to provide full and complete evaluation of the suggestion.

8. Methods of Award Determination

Evaluators shall suggest an award amount at the time of evaluation; however a determination shall be made by the suggester's supervisor as to the extent the idea is related to the suggester's normal performance of duties. (see page 28) If an idea is totally outside the suggester's job responsibility, the standard tangible benefits scale is used to determine the award amount. If the idea is partially or totally within the suggester's job responsibility, the formula for intangible benefits is used to make a determination. Once this determination is made, the suggestion is reviewed by the Employee Suggestion Committee to ensure an equitable award is granted.

9. Suggestion Relationship to Job Responsibility

Suggestions shall be job related, but cash awards should not be given to employees who submit suggestions that are a part of their normal job responsibilities or part of the employee's expected performance requirements. Suggestions that are job related and are highly exceptional and unusually outstanding shall potentially be eligible for an award through the Employee Suggestion Program. If within an employee's job responsibilities, the suggestion shall be superior enough to warrant special recognition. **Normal job responsibilities** are those responsibilities that the employee is expected to perform adequately as part of his or her daily work or functions. Some indicators of whether contributions are part of any employee's normal job responsibilities are those assignments which occur frequently enough to be documented in the position description and/or in the performance plan.

When a suggestion is determined to be partially within job responsibilities, an award shall be adjusted proportionately (by 25 percent, 50 percent, etc.) from what the award would have been had the suggestion been clearly beyond job responsibilities. Additionally, when a suggestion is contained within, or partially within, the employee's normal job

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requirements within his/her parent organization BUT benefits other organizations within MSFC, NASA, or other Government organizations, the individual shall receive recognition to the extent that the employee's assigned duties did not require, such improvements or changes in the other organization(s) or agencies. In other cases, when a suggestion is totally within job responsibilities, it shall be appropriate to consider granting a Special Service Award.

The employee's supervisor generally is in the best position to determine whether the contribution is within job responsibilities; however, awards program administrators, classification specialist, personnel management specialists, and others shall provide valuable input into the decision. See the attached guidelines for making award eligibility determinations based on job responsibility.

10. Awards for Employee Suggestions

MSFC is obligated to give due consideration to a suggestion and to consider granting an award if the suggestion is adopted by management either in whole or in part. MSFC shall exercise discretion in deciding whether an award shall be granted and what amount of award is appropriate. The decision to adopt or not adopt a suggestion, and to grant an award, is a management prerogative and is not grievable.

a. Amount of Monetary Award

To be eligible for a cash award, an employee suggestion shall result in tangible benefits of at least \$1,000 or comparable intangible benefits. Monetary awards are granted using the award scales in (Appendix A) for award amounts based on tangible and intangible benefits. Award amounts shall be commensurate with the value of the particular contribution to the Government. The minimum cash amount is \$100. Non-monetary awards shall be given in addition to monetary awards or for suggestions which do not qualify for cash awards.

It is acceptable to use an estimate of savings to permit timely recognition of an adopted suggestion

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rather than actual savings when implementation has not been completed. If additional savings are identified when actual savings can be determined, a supplemental award shall be paid accounting for any difference between the savings originally estimated and any actual larger savings that are substantiated.

b. Tangible Benefits

To the extent possible, evaluators or recommending officials shall confirm dollar savings or benefits identified by the suggester or, if they have a different opinion, identify dollar savings as they see them. The dollar savings identified shall be used as the basis for the suggestion award as indicated in the tangible benefits scale on page 9. Normally, awards for contributions that result in tangible benefits are based on an estimate of the first-year dollar savings benefits. If the tangible benefits in the first year following implementation shall be used. Cost avoidance shall also be used to justify an award when, for example, an unbudgeted requirement such as an unanticipated need to replace a piece of machinery is found to be unnecessary because of an idea that is adopted.

c. Intangible Benefits

A cash award shall be made when a contribution does not lend itself to appraisal on the basis of monetary benefits or results in combined monetary benefits or results in combined monetary benefits and intangible benefits. The amount of the award shall be determined on the basis of its value or benefit to Government operations after full consideration of such factors extent and scope of application, significance of the contribution, and importance of programs affected. The tangible benefits guide on page 10 provides guidance on determining the amount of a suggestion award being granted based on intangible benefits.

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d. Combined Tangible/Intangible Benefits

When employee contributions produce both tangible and intangible benefit/savings, recommending officials shall base the award on both types of benefits and its total value to the Government. The total award is based on the combination of the value based on tangible benefits plus the value based on intangible benefits. Intangible benefits shall be clearly stated on the form, otherwise they shall be disallowed.

e. Exceptions to Use of the Tangible/Intangible Benefits Scales

MSFC shall occasionally grant an award that is an exception to the tangible and intangible benefits scales when appropriate circumstances warrant such an action. When this occurs, the Employee Suggestion Committee shall cite specific reasons justifying the determination of the award amount as an exception and a higher level of approval within MSFC is required for authorizing the exception. An example of an occasion meeting this criteria for an exception shall be one in which several employees contributed to a suggestion, and the award amount would be too small to be meaningful and motivating when shared by all the contributors.

f. Award Amount

The Director of MSFC shall approve suggestion awards up to an amount not exceeding \$7,500 per employee using the tangible scale, intangible scale, or a combination of the two. Awards in excess of this amount shall be forwarded to NASA Headquarters Suggestion Program Coordinator for review and approval by the appropriate official. The approval package shall include the suggestion, the evaluation, other supporting documentation, and a brief synopsis of the suggestion.

g. Awards for a Group Suggestion

If a group suggestion is adopted and award granted, the award amount shall not be increased

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because more than one person was involved in the contribution. Each contributing employee shall share equally in the award or in proportion to the employee's participation in the suggestion.

h. Non-monetary Awards

Non-monetary awards shall be granted alone or in addition to cash for the Employee Suggestion Program. Certificates are appropriate forms of non-monetary recognition.

i. Wider Application

If an award is granted initially for local application of a suggestion and then wider application is determined as a later date, a supplemental award shall be granted if there are greater benefits than originally determined in granting the first award.

j. Reconsideration of Award Amount

Actively promoting the Suggestion Program is an important way to increase participation in the program. Promotion efforts shall include publicizing implemented suggestions in the Marshall Star, Personnel Perspective, or on bulletin boards. Photographs are taken of award presentations or publication in house organs with an expectation of the suggestion and its benefit to the Center, Agency, or other Government agencies. Supervisors/managers are encouraged to participate in suggestion award presentations.

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Appendix G

Employee Suggestion Program Promotion

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Appendix H

TIME-OFF AWARD

1. Purpose

The "Time-Off Award" (TOA) is designed to encourage increased productivity by recognizing superior accomplishments or other personal efforts that contribute to the quality, efficiency, or economy of Government operations. The TOA is an excused absence granted to an employee without charge to leave or loss of basic pay. This award does not replace any existing incentive award and employees who receive a TOA can still be considered for other awards—TOA's shall be used in combination with monetary and/or non-monetary awards based on the same contribution. This award continues NASA's commitment to process improvement and quality service by allowing **swift** recognition of those who provide it.

2. Eligibility

All civil service employees and members of the Senior Executive Service are eligible for Time-Off Awards. Supervisors are encouraged to recognize exceptional group accomplishments by awarding individual members. Supervisors shall recommend awards across organizational boundaries when an employee has made contributions outside his/her parent organization; however, only the employee's immediate supervisor can actually grant the award.

3. Criteria

- a. Time-off Awards shall be authorized for a variety of employee contributions. They are intended to be used primarily to quickly recognize employee contributions that are of a one-time, nonrecurring nature. In determining the amount of time off to be granted, the benefits realized by the Government from the employee's contribution shall be considered. Examples of employee achievement which might be considered for TOA's include, but are not limited to, the following:

- (1) Making a high-quality contribution involving a difficult or important project or assignment;
- (2) Producing an exceptionally high-quality product under a tight deadline.

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- (3) Displaying special initiative and skill in completing an assignment or project before the deadline;
- (4) Performing an added or emergency assignment in additional to regular duties;
Ensuring that the mission of the work unit is accomplished during a difficult period by successfully completing additional work or project assignment while successfully maintaining the employee's own workload;
- (5) Using initiative and creativity in making improvements in a product, activity, program or service;
- (6) Providing outstanding customer service to clients or colleagues that is highly responsive, courteous, respectful, and exceeds expectations.
- (7) Exercising initiative by taking action to plan, perform, and follow through with a task that benefits his/her unit without prompting or direction from others.
- (8) Exercising initiative by taking action to plan, Perform, and follow through with a task that Benefits his/her unit without prompting or direction from others.
- (9) Independently taking action to promote a safe working environment.
- (10) Sustaining high level performance for an extended Period as reflected, for example, in a rating of Record.

b. Time-Off awards shall be reviewed and approved by an official one level higher than the official who made the initial recommendation.

Nomination

a. Time-Off Awards shall be supported by appropriate written justification. An immediate supervisor shall recognize any deserving employee by completing MSFC Form 507, Incentive Award Nomination Form, processed through the organization's administrative officer. The employee shall use the leave as

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soon as is practicable with the approval of the supervisor. Only the employee's immediate supervisor shall nominate an employee for a TOA. Other supervisors shall only recommend that an individual be recognized with a TOA. After approval by the organization's manager and review and signature by the administrative officer, a copy of the MSFC Form 507 shall be presented to the employee.

- b. Upon receipt of the MSFC Form 507, the Incentive Awards Program (IAO) shall review and process the award if it meets the criteria and is complete.

Delegation of Authority/Scheduling/Use

- a. The MSFC Form 507 shall be completed and signed by a nominating official, approving official, and forwarded to the administrative officer for review and signature.
- b. The TOA shall be signed and presented to an employee by a supervisor after review and signature by the administrative officer.
- c. Time off shall be taken in multiples of leave increments consistent with MSFC's leave policy.
- d. If physical incapacitation for duty occurs during a period of time off awarded under this regulation, sick leave shall be granted for the period of incapacitation. The time off shall be rescheduled for another time subject to the workload of the TOA recipient and the desires of the supervisor.
- e. Time-Off Awards shall be used to recognize sustained high-level performance. However, such awards are not to be used as a substitute for performance awards or to circumvent the statutory limits placed on the granting of performance awards for employees who are members of the SES. Also, the value of an individual's contribution shall not be diminished with the use of a smaller, less significant award when a larger, more prestigious award is warranted.
- f. Time-Off Awards cannot be converted to a cash payment under any circumstances—not even separation from Federal Service.
- g. Time-Off Awards cannot be transferred when an employee transfers to another Federal Agency but they shall be transferred within NASA.

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- h. Time-Off Awards are not to be substituted for overtime work that shall be directly compensated through paid overtime or compensation.
- i. Time-Off Award balances cannot be transferred to approved leave recipients under the Voluntary Leave Transfer program.
- j. Since a TOA is an excused absence, the scheduling and use of such time is subject to approval by the employee's immediate supervisor with consideration given to factors such as impact on organizational workload and productivity or an employee who is in an annual leave "use or lose" situation.
- k. While there is no specific restriction on the maximum value of combined time off and monetary awards, agencies shall remain sensitive to the perceptions that could arise from combining large Time-Off Awards with substantial cash awards, particularly in the case of statutory limits, such as the \$10,000 limitation placed on individual awards.

Presentation

The MSFC Form 507 shall be presented to the employee by management (preferably by the employee's immediate supervisor) within 48 hours after the exceptional act (task or project). The MSFC Form 507 serves as immediate recognition and as advanced notice of leave to be available for use without loss of pay or charge to leave.

Note: If the MSFC Form 507 is presented to the employee, and the Incentive Awards Office determines the criteria has not been met, the organization shall be required to further justify the award, and it shall not be processed until the matter is rectified.

Award Amount

A full-time employee shall be awarded up to 40 hours, for one task or project but not more than 80 hours in one leave year. Part-time employees shall be awarded up to one-half the maximum amount of time that can be granted to them during the leave year (e.g., a part-time employee working 20 hours a week could be granted up to 20 hours for a single contribution and up to 40 hours during a leave year). A full-time employee cannot be awarded less than 8 hours of time - part-time employees, 4 hours.

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The amount of time-off shall be proportionate to the value of the contribution being recognized. The Time-Off Awards Scale (shall be used as a guide; however an equivalency between TOA's and cash shall be avoided.

Frequency

Only one TOA shall be presented to an employee at any given time for a specific non-recurring event (task or project).

Timing

Immediate supervisors shall grant TOA's at any time during the performance year and TOA's DO NOT REQUIRE a performance rating.

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TIME-OFF AWARDS SCALE FOR A SINGLE CONTRIBUTION

<u>Value to Organization</u>	<u>Number of Hours</u>
------------------------------	------------------------

Moderate:	8
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(1) A contribution to a product, activity, program, or service to the public, which is of sufficient value to merit formal recognition.

(2) Beneficial change or modification of operating principles or procedures.

Substantial:	16
---------------------	----

(1) An important contribution to the value of a product, activity, program, or service to the public.

(2) A significant change or modification of operating Principles or procedures.

High:	24
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(1) A highly significant contribution to the value of A product, activity, program, or service to the public.

(2) Complete revision of operating principles of procedures, with considerable impact.

Exceptional	32 or 40
--------------------	----------

(1) A superior contribution to the quality of a critical product, activity, program, or service to the public.

(2) Initiation of a new principle or major procedure, with significant impact.

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TIME-OFF AWARDS

Guideline Summary

Nature of Award

Time off without charge to leave or loss of basic pay.

Amount

Full-time employee: 8-40 hours, for nonrecurring event (no more than 80 hours within a leave year).

Part-time employee: for a single contribution by a part-time employee, one-half of the maximum number of hours that could be granted during the leave year is permissible.
Minimum number of hours – 4 hours.

Payment Method

Shall be used after the number of hours awarded appear on pay statement.

Nominating Official

Immediate Supervisor

Approving Official

Second level of management above supervisor

Criteria

Based on a one a one-time special task/project, accomplishment, event, or effort.

Eligibility

All civil service employees (includes SES employees).

Group Awards

Award to each member of team

Other Nominations

An organization, other than the parent organization, shall only recommend to an individual's supervisor that he/she get a TOA since an employee's supervisor is the only person who can grant him/her leave.

Presentation of the Award (MSFC form 507)

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The MSFC Form 507 shall be presented immediately or within 48 hours after the completion of the special task or project.

NOTE: If the MSFC Form 507 is presented to the employee, and the Incentives Awards Program determines the criteria has not been met, the organization shall be required to justify the award and it shall not be processed until the matter is rectified.

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Appendix I

ORGANIZATION AWARD CEREMONY PROCESS

1. Center Organization forwards to the Training and Incentives Office a completed package of the following information 5 weeks prior to the ceremony.

- An Agenda
- A copy of the Organization Award Ceremony Planning (OACP) Request Form (including an electronic copy).
- Other supporting documents (e.g., anything unique about the event).
- Detailed, written description and drawings/photographs of the recognition item(s); include product code, or item # if known.
- Nomination Forms for awards to be presented at the ceremony.
- Vendor information (See attachment on Page 4).

2. The Training and Incentives Office reviews the form for completeness and adherence to policy, contacting the Requesting Organization POC (ROPOC) for any additional information if needed.

- If the form is incomplete, it shall be returned to the ROPOC to be completed.
- If the completed form does not adhere to policy, it shall be returned to the ROPOC for resolution.
- If the completed form is questionable, the Training and Incentives Office shall consult with the ROPOC, the Office of Chief Counsel, and other MSFC entities necessary to achieve clarification/resolution.

3. Upon approval, the Training and Incentives Office forwards a completed Logistics Request Form (completed by the Awards Office), the OACP Request Form, and the Agenda to the ASRI Training Logistics Lead (HS40).

- Once assigned, the Training Logistics Planner contacts the ROPOC to discuss the menu, recognition items, payment arrangements, etc.

4. ASRI notifies the Training and Incentives Office of the invoice total.

- Training and Incentives Office Officer instructs the Requesting Organization Administrative Officer to withdraw the total expense from the organization's awards allocation.
- The Requesting Organization Administrative Officer notifies the organization's Resources Person, the Training and Incentives Office, Rhonda Stricklin, Sandra Hyder-Wesley Muhammad, Ruthie Adams Pirtle, and Mike White of the award funds deduction.

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ORGANIZATIONAL AWARD CEREMONY GENERAL GUIDELINES AND INFORMATION

Recognizing that individual and team performance is an important ingredient in creating a winning culture, award ceremonies are an integral part of supporting all the NASA Values. The Training and Incentives Office manages the Center's awards program that includes conducting various award ceremonies at many different levels. These ceremonies range in scale from the annual Honor Awards Day to smaller ceremonies recognizing team accomplishments

Training and Incentives Office shall assist Center organizations in planning and conducting award ceremonies.

GENERAL INFORMATION

- Requesting Organization shall contact the Training and Incentives Office when planning these ceremonies.
- Due to budgetary/workforce constraints, the Office of Human Capital shall only support *one* ceremony at the directorate/staff level.
- Award ceremonies are separate employee recognition activities and cannot be used for the purpose of providing refreshments for other organizational events/meetings.
- Awards for these events shall include awards processed through the Training and Incentives Office for the purpose of formally recognizing multiple employees/teams with an MSFC incentive award certificate.
- On rare occasions, it shall be appropriate to recognize the accomplishments of all Government employee members of the organization through informal recognition awards. However, such awards are the exception and shall not be done on a routine or periodic basis.
- All aspects of awards ceremonies shall be conducted in good taste and in a fiscally responsible manner recognizing that taxpayers' money is involved.
- An organization award ceremony shall not recognize contractor employees only.
- Organizational award ceremonies shall conclude by September 15 each year.

FUNDING OF AWARD CEREMONIES

- Award ceremonies shall be funded by the Requesting Organization from its awards allocation.
- Payment shall only be made for award ceremonies processed through the Training and Incentives Office.
- ASRI is responsible for payment of food, recognition items, decorations, and basic purchases.

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- Organization award money shall not be used to fund awards for contractor employees (whether cash awards or informal recognition items). However, where appropriate, contractor employees attending an organization awards ceremony shall be included in the refreshments.
- NASA funds shall not be used to purchase alcoholic beverages.

VENDOR/FOOD

- The Requesting Organization shall contact a vendor for "information gathering" purposes only.
- One vendor source (e.g., one caterer or one grocery store) shall be employed to provide food for events. Requesting Organization shall not establish reservations, obligate funds, establish an order, and/or guarantee payment for any service with any vendors.
- When price of service does not exceed \$2,500, Requester need only consider one vendor/source.
- When price of service is \$2,500 - \$25,000, Requester shall consider the maximum reasonable number of sources available (generally three).
- If a vendor, other than lowest bidder is desired, Requesting Organization shall provide documentation for basis of the best value selection.
- Cost for daytime meals shall be approximately \$12 or less, including gratuities and tax.
- Cost for evening meals shall not exceed \$20.
- Costs associated with food/catering (i.e. tablecloths, gratuities, etc.) are included in the \$20/person limit.

NOTE: All vendor services shall be evaluated by Training and Incentives and ASRI (with organization input). A documented track record shall be established for vendors whose services are considered below satisfactory standards and shall not be used in the future.

INFORMAL RECOGNITION ITEMS

- An awards ceremony shall include the presentation of informal recognition awards (non-monetary items of nominal value).
- Informal recognition awards shall be less than \$100 in value per person.
- Informal recognition awards shall consist of things such as plaques, mugs, caps, etc.
- All purchases shall be appropriate and within the intent of the ceremony.
- Informal recognition items shall only be purchased for civil service employees.
- Frames for official certificates processed through the Training and Incentives Office can be included on the OACP Request Form.
- Non-official certificates shall be purchased through the means established by each organization for purchasing other supplies (e.g., government credit card).

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- Javits-Wagner-O'Day (JWOD) Act Program (organization for the blind) and U.S. Environmental Protection Agency (EPA) shall be considered first for the purchase of recognition items before other vendors. Web addresses for both are provided on the OACP Request Form.

LOGISTICS

- ASRI Training Logistics Planner shall coordinate with the Requesting Organization in choice of caterers, facilities, supplies, etc., and shall make all necessary arrangements for requested services.
- All Vendors shall accept ordering and payment of service via Internet, phone, and/or fax. (See attachment on Page 5 for several recommendations.)
- Since pickup, delivery, and/or payment of services at the vendor site shall not be provided, it is recommended that the vendor choice offer onsite delivery. For example, the Training Logistics Planner shall not go to Wal-Mart, pickup items, make payment, and make delivery to the organization's award ceremony point-of-contact.
- Site support shall not be provided the day of the event. Where applicable, Requesting Organization is responsible for setup/breakdown and cleanup of facilities - for both onsite and offsite areas.
- Use of onsite facilities is recommended (i.e. Bldg 4316, picnic grounds, Rustic Lodge). Responsibilities of Requesting Organization include:
 - Rustic Lodge: Complete all setup/breakdown activities per established guidelines.
 - Bldg 4316: Complete SRS for Center Operations services.
 - Training Logistics Planner shall confirm all plans with vendor(s) the week prior to the event and shall notify the Requesting Organization's POC that everything is complete and ready.

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VENDOR LIST

The following vendors are provided as possible resources only, and shall not be considered as a complete list of available vendors for MSFC use. All vendors listed meet the Training and Incentives Office guidelines, accept government credit cards via Internet/phone/fax, and are currently listed with the BBB online (4/05). Many have been successfully utilized in planning prior MSFC award ceremonies.

MSFC's Training Logistics Planners have been able to establish relationships and/or contracts with several of these vendors that shall result in reduced charges for services provided to MSFC organizations.

NOTE: Javits-Wagner-O'Day (JWOD) Act Program (organization for the blind) and U.S. Environmental Protection Agency (EPA) shall be considered first - before other vendors - for the purchase of recognition items.

JAVITS-WAGNER-O'DAY (JWOD) ACT PROGRAM (ORGANIZATION FOR THE BLIND) VENDORS:

<http://www.jwod.gov/jwod/index.html>

U.S. ENVIRONMENTAL PROTECTION AGENCY (EPA) VENDORS:

<http://www.epa.gov/cpg/products/awards.htm>

PARTY SUPPLIES ONLINE:

www.orientaltrading.com

Offers party supplies, balloons, portable helium tanks, novelties, themed supplies, paper goods, stationary, etc.

www.partypro.com

Offers paper goods and products and bulk theme party supplies.

www.shindigz.com

Offers themed party supplies.

www.balloonroom.com

Offers balloons, balloon accessories, and party supplies.

RESTAURANTS WITH PRIVATE BANQUET FACILITIES:

<u>Location</u>	<u>Phone number</u>
Green Hills Grill	837-8282
Luciano's	885-0505
Greenbrier	353-9769

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881-7746

HOTELS WITH PRIVATE BANQUET FACILITIES:

<u>Location</u>	<u>Phone number</u>
Marriott	830-2222
Holiday Inn/Madison	772-7170
Four Points by Sheraton	772-9661
Radisson/Madison	772-8855

NON-HOTELS WITH PRIVATE BANQUET FACILITIES:

(Facilities only; outside caterer shall need to be secured.)

<u>Location</u>	<u>Phone number</u>
Early Works	564-8100
Museum of Art	535-4350
Botanical Garden	830-4447
Space & Rocket Center	721-7183 *Requires use of S&RC Caterer

LOCAL TABLECLOTH RENTAL:

All Needz Rental	837-5322
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NOTE: *The SPM&I and Learning & Organization Development Offices do not promote that the services of one vendor exceed those offered by other available vendors.*